



The Journal

Vol. 28

No. 33

www.dcmilitary.com/journal/

August 18, 2016

Warrior Café celebrates 5 years

By **ANDREW DAMSTEDT**
NSAB Public Affairs staff writer

Serving the same menu as when it first opened, the Warrior Café celebrated its five year anniversary onboard Naval Support Activity Bethesda (NSAB) Aug. 11 with music, food and honored the 18 employees who have been there since Day 1.

"It's been a long road, very adventurous, a lot of hard work and effort has been put into it by the staff here," said Jack Slattery, Warrior Café food and beverage manager.

The Warrior Café serves between 900 to 1,200 people daily for breakfast, lunch and dinner with the first crew arriving at the kitchen by 4:30 a.m. so they can start serving breakfast by 6 a.m.

"As soon as we come in we just get going," Slattery said.

On its anniversary, the Warrior Café served its first menu of Norwegian salmon with hollandaise sauce, Asian beef teriyaki, and fettucine alfredo with grilled chicken and broccoli.

The Warrior Café employs 57, 18 of which have worked here during the entire five years. Those 18 employees received a certificate recognizing them for their work during a cake-cutting ceremony.

"The five years that you all have been here, you all have been a mainstay and a primary feature on this installation, I'm proud of what you do and how you do it, the quality and effort and personal touch that you all put into it," said Commanding Officer Capt. Marvin L. Jones. "People flock to the Warrior Café, it's known throughout the installation and beyond because of the quality and effort that you all put into taking care of the needs of people who come here for sustenance."

Denbernesh Zewdi, who has worked at The Daily Grind for two years, has a loyal following.

"They have nice people who come through here," Zewdi said. "I'm joking with everybody. I'm really happy to be working here."



PHOTO BY MC3 WILLIAM PHILLIPS

The Warrior Café celebrated its fifth anniversary aboard Naval Support Activity Bethesda Aug. 11.

She said she likes helping the people who come to her stand and her favorite drink to make is the salted caramel mocha.

Slattery said The Daily Grind is now open on weekend and holidays and will also start serving more grab-n-go items soon.

Another new thing this summer has been the barbecues every Thursday as a different way to get people to come to the Warrior Café, he said. Since there are several different cultures represented in the staff and there are several different ethnic heritage months recognized on NSAB, the Warrior Café has themed menus twice a month.

One of the cashiers, Kivette Thomas, said she tried Thai food for the first time because of a themed menu.

"I wouldn't normally try those kinds of food by myself," Thomas said. "But

when they do them, I try to eat the different foods."

Thomas, who has worked at the Warrior Café since it opened, said she liked meeting the people she encounters each day.

Assistant Manager Ryan Wolfe said he came to work at the Warrior Café because he believes in its mission of "serving some of the greatest heroes of this country is a pretty awesome mission to have."

"We have some great people that we're serving, the entire NSA Bethesda family," Wolfe said. "The quality of what we serve is very comparable to what I'm used to serving from the outside."

The Warrior Café team, he said, challenges itself to provide quality food on a daily basis, and to also provide new items each day.

"We want to serve the best possible food to the folks who come in here," Wolfe said.

Yolanda Alleyne, shift supervisor, said her responsibilities include rallying up the team each day and making sure customer service is up to par.

"We have a personal relationship with our customers that we love so we look forward to seeing them," Alleyne said. "A lot of the employees that work here, they become pretty much like family. This is a family type atmosphere. So even though a lot of the Soldiers may be away from their family members when they come here it's a really, really good relationship."

In addition to the food, the Warrior Café sometimes has musical entertainment which draws a lot of people to remain in the café instead of just being a grab-n-go customer, Slattery said.

"There are already people waiting in line as soon as we open up," he said. "That's great, because that means they keep coming back."

Navy Medicine Researchers Attend Military Health System Research Symposium

Bethesda Notebook

By FROM NAVAL MEDICAL RESEARCH CENTER PUBLIC AFFAIRS

KISSIMMEE, Fla. (NNS) — Navy Medicine researchers from around the globe are attending the Military Health System Research Symposium (MHSRS) which kicked off Aug. 15.

MHSRS is a scientific meeting focused on the unique medical research needs of the U.S. armed forces. Scientists from across the Department of Defense share information about current research initiatives for new treatments, and prevention measures for injuries and diseases that improve mission readiness and protect the health of warfighters on and off the battlefield.

“The Navy Medicine Research and Development Enterprise, with eight labs worldwide, engages in a wide array of studies that supports the operational health and mission readiness of our service members,” said Capt. Jacqueline Rychnovsky, commanding officer of Naval Medical Research Center, Navy Medicine’s lead organization for providing operationally relevant health and medical research solutions.

The keynote presentation was delivered by Principal Deputy Secretary of Defense for Health Affairs Dr. Karen Guice, who emphasized military medicine is about readiness.

“We live in a volatile, uncertain, complex, ambiguous, and ever-accelerated world, and research is important for us to anticipate what these challenges will be,” said Guice. “Military medical research is quite simple — we produce a medical ready force.”

The Director of Research, Development, and Acquisition for Defense Health Agency Rear Adm. Colin Chinn discussed the groundbreaking and innovative work done by military researchers from the past and present.

“Military medical research has been on the forefront, not just in the last 10 years, but throughout our history,” he said.

Researchers from across Navy Medicine are doing their part to continue the legacy of innovation by conducting studies that help maintain a fit and ready, 21st century force. Scientists from Navy Medicine research labs presented findings on a broad spectrum of topics during the symposium that highlight the cutting-edge work being done, including:

- * Malaria vaccine development
- * Development of phage therapy to treat multi-drug resistant bacterial infections
- * Psychological resiliency programs
- * Validating mobile EEG systems for cognitive monitoring
- * Immunology and pathogenesis

of Dengue virus infections

- * Survivability and physical performance testing
- * DoD body composition assessment
- * Post-traumatic tissue regeneration

“Attending MHSRS provides our scientists with opportunities to engage, partner, and share knowledge with our fellow researchers, ensuring the Military Health System continues to be at the forefront of innovation when it comes to keeping our warfighters and their families healthy and ready for the challenges of the future,” said Rychnovsky.

Navy Medicine’s research and development laboratories engage in a broad spectrum of activity, from basic laboratory science to field studies at sites in remote areas of the world and in operational environments. Research topics include infectious diseases; biological warfare detection and defense; combat casualty care; environment health concerns; bone marrow research and registry; aerospace and undersea medicine; medical modeling, simulation and operational mission support; and epidemiology and behavioral sciences. The capabilities and global reach reflect the broad mission of Navy Medicine’s Research and Development Enterprise.

Fleet, Family Support Center

The Fleet and Family Support Center (FFSC) on Naval Support Activity Bethesda offers programs intended to assist service members and their families with military life. FFSC’s workshops and seminars include: job search strategies for military spouses; federal resume writing; time management; credit management; consumer financial awareness; interview skills; pre-deployment briefings; return and reunion briefings; and more. For more information, call 301-319-4087, or visit FFSC in Bldg. 11, first floor.

Officer Symposium

An Officer Symposium will be held Aug. 19 from 8 a.m. to noon in Memorial Auditorium at Walter Reed National Military Medical Center. All officers are encouraged to attend and hear guest speakers discuss the current climate within the Military Health System, as well as challenges and opportunities in the MHS. Invited speakers include Army Surgeon General Lt. Gen. Nadja Y. West, and Navy Rear Adm. Elaine Wagner, deputy chief of the Bureau of Medicine and Surgery, Wounded, Ill and Injured. Break-out sessions after lunch will be from 1 to 4 p.m. For more information, contact Lt. Cmdr. Lakesha A. Chieves at lakesha.a.chieves.mil@mail.mil.

Volunteer Opportunity

10 volunteers are needed for a Habitat For Humanity construction project in Washington D.C. 7 a.m. Aug. 25. Volunteers will need to wear closed-toe shoes and working clothes, and be at Bldg. 27. For more information email or call RP2 Mauricio Melo at mauricio.melo.mil@mail.mil (301) 319-2118.

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News copy should be submitted to the Public Affairs Office, Building 17, first floor, across from PSD, by noon one week preceding the desired publication date. News items are welcomed from all installation sources. Inquiries about news copy will be answered by calling 301-295-1803. Commercial advertising should be placed with the publisher by calling 301-921-2800. Publisher’s advertising offices are located at DC Military, 29088 Airpark Drive, Easton, MD 21601. Classified ads can be placed by calling 301-645-0900.

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USU Awarded \$3.75 Million Grant to Study Enroute Care Procedures and Skills

By **SHARON HOLLAND**
USU Deputy Vice President
for External Affairs

The Combat Casualty Care Program Office at the U.S. Army Medical Research and Materiel Command at Fort Detrick in Frederick, Maryland, recently awarded the Uniformed Services University of the Health Sciences (USU) a \$3.75 million grant to study the efficacy of training in select procedures and skills during prolonged enroute care.

Dr. Joseph Lopreiato, Associate Dean for Simulation Education at USU, will serve as principal investigator for the five-year study, which is broken into five separate research projects. Dr. Mark Bowyer, Dr. Alan Liu, and Dr. Craig Goolsby, all from USU, serve as co-PIs for the study, along with Dr. Mark Ervin from the San Antonio Military Medical Center and Dr. Stacey Shackelford from the Joint Trauma System in San Antonio, Texas.

Prolonged enroute care is a situation in which patients are transported over long distances or require significant time to transfer between medical facilities. It is anticipated that in the next conflict enroute care may be more prolonged than in the past, and therefore,

medical emergencies that require care may occur in transit. The study will also explore whether a standard hand-over tool is useful in better communicating the vital information needed when patients are transferred from one echelon of care to the next.

"We were elected to do this research because of our unique capabilities to re-create any health care environment. In this case, we will be simulating prolonged evacuation by air (or ground) to test the hypothesis that lifesaving procedures could be performed by non-specialists in the chaos of prolonged enroute care. We will use our Wide Area Virtual Environment (WAVE) and our large simulation bays to teach skills and test them in an enroute care environment," said Lopreiato.

The five research projects include:

- Efficacy of performing a fasciotomy enroute
- Efficacy of performing a cricothyrotomy enroute
- Efficacy of performing Resuscitative Endovascular Balloon Occlusion of the Aorta enroute
- Efficacy of telementoring on performance of the above three procedures
- Efficacy of a standard handover format in reducing medical errors enroute



Leaders Discuss State Of TBI, Psychological Health Care at Summit

By **BERNARD S. LITTLE**
WRNMMC Public
Affairs staff writer

Leaders from the National Intrepid Center of Excellence (NICoE) and nine Intrepid Spirit Centers met to discuss the care of those affected by traumatic brain injury (TBI) and facing psychological health (PH) challenges during a summit Aug. 9-12 at Walter Reed National Military Medical Center.

During the summit, leaders from the centers reported their return-to-duty rate averages approximately 90 to 95 percent for service members who received TBI and PH care at NICoE or its satellite centers.

According to NICoE Director Navy Capt. (Dr.) Walter Greenhalgh, NICoE "lives by the mantra the patient and family are at the center of everything we do." He added NICoE makes "a difference with every patient, every day, through cutting-edge diagnostic evaluations, comprehensive treatment planning, outpatient and inpatient clinical care, research and education."

Some of the care NICoE provides its beneficiaries at WRNMMC include acupuncture, animal-assisted therapy, art therapy, biofeedback, cognitive



PHOTO BY BERNARD S. LITTLE

Dr. Thomas DeGraba (left), chief of innovations at the National Intrepid Center of Excellence (NICoE), and Navy Capt. (Dr.) Walter Greenhalgh, NICoE director, discuss presentations during the NICoE/Intrepid Spirit Center Leadership Summit on Aug. 9 at Walter Reed National Military Medical Center.

rehabilitation, music therapy, neuroimaging, neuropsychology, psychotherapy, sleep medicine, spiritual counseling, vestibular assessment and

treatment, and other modalities.

Dr. Heechin Chin, director of Intrepid Spirit One at Fort Belvoir, Va., explained their TBI treatment program seeks

to de-stigmatize the perception that seeking care for invisible wounds such as TBI or PH challenges is a weakness, career ending and/or unacceptable. He added the "Intrepid Spirit University" at Fort Belvoir is "patient driven" to empower beneficiaries and their families to participate in their health-care decisions and care curriculum.

Chin explained if not effectively treated, enduring impacts from TBI and PH conditions are associated with higher rates of other unhealthy behaviors such as smoking, poor nutrition, physical health challenges and suicides.

Navy Capt. (Dr.) Thomas Johnson, director of Intrepid Spirit Two at Camp Lejeune, N.C., explained that of the more than 2,000 service members who have enrolled in or completed their TBI treatment program since the center opened in 2013, approximately 95 percent have returned to duty.

"The battlefield is very dynamic and the war has changed," Johnson added. "We're seeing fewer light infantry [service members with TBI and PH concerns] and more Special Forces



PHOTO BY BERNARD S. LITTLE

Dr. William Maples, executive director and chief experience officer for The Institute for Healthcare Excellence, discusses patient-center care initiatives with attendees at the Aug. 2 leadership forum at Walter Reed National Military Medical Center.



PHOTO BY BERNARD S. LITTLE

“The most under-utilized resource in health care is the patient,” said retired Army Col. Brian Foley, an active beneficiary of the Military Health System, who spoke during the Aug. 2 leadership forum at Walter Reed National Military Medical Center.

WRNMMC Leaders Discuss Better Serving Beneficiaries

By **BERNARD S. LITTLE**

WRNMMC Public Affairs staff writer

Leadership at Walter Reed National Military Medical Center heard recommendations on better serving beneficiaries during the team’s monthly forum Aug. 2 at WRNMMC.

“The most under-utilized resource in health care is the patient,” said retired Army Col. Brian Foley, an active beneficiary of the Military Health System who also served as deputy commander of the former Walter Reed Health Care System from 1991 to 2001, and then as a health system educator in northern Virginia.

Foley and Dr. William Maples, executive director and chief experience officer for The Institute for Healthcare Excellence, discussed patient-centered care initiatives, emphasizing the importance of effective communication with beneficiaries and their families during the forum.

They agreed providers need to include patients and their families in health care decision-making, and both stressed the importance of trust between providers and patients through open, honest communication.

“The secret of the care of the patient is in caring for the patient,” said Air Force Col. (Dr.) Jeffrey Bailey, WRNMMC director of surgery, quoting “an old adage” in medicine. He added caring for the patient encompasses “learning how to interact and communicate with [patients and their families] effectively.”

Speaking from more than 30 years of experience as a hospital administrator, educator and MHS

beneficiary, Foley explained health care excellence is achieved through continuity of care and safety from “a robust health information system available 24/7 to all providers via an electronic health record.” In addition, he stated “a robust medical home and primary care staff” are also essential for quality care and patient safety. “Good communication among providers, including patients and their families, is critical to quality care,” he continued.

The retired colonel said health care facilities would benefit by having a patient and family education program to provide instructions for the use of RelayHealth, as well as admissions and discharge guidance for all new and incumbent beneficiaries so they can become “empowered partners” in their health care decisions.

Maples agreed, adding it’s important for providers to “truly connect with patients, families and fellow caregivers to break down silos.”

He added caregiver burnout is a serious concern in health care, and it’s important for providers to care for themselves by getting satisfaction from conversations with others; spending time with their spouses; having strong support systems; getting adequate rest and utilizing days off; maintaining their own health through proper nutrition, exercise and rest; and having quality working relationships with their colleagues. He stated workplaces should “ensure a healthy practice climate for physicians and providers across mental, emotional, physical and spiritual domains.”

To create “a culture of excellence to deliver value and restore joy and resiliency to the practice of medicine,”

Maples explained effective communication cannot be overemphasized. He stated many health-care providers don’t receive formal training in basic communication skills, which can hinder their ability to provide excellent care.

“The single most important factor in patient experience is the patient’s interaction [and] relationship with the physician,” stated Maples, who was a practicing physician/oncologist and quality leader at the Mayo Clinic for more than 25 years.

He said patients and families want to be treated with dignity and respect; have their concerns listened to and taken seriously; have providers spend quality time with them; have providers who are up-to-date with the latest medical research and treatments, as well as respond promptly when called or emailed by the patient; and have providers who truly care about their patients and their health.

Creating the optimal patient experience includes efficiency, empathy, and a healing experience, Maples added.

He concluded that while patients “expect good technical outcomes, to better the total patient experience, providers need to couple excellent technical capacity with a team-based, patient-centered culture, which at its heart includes effective, compassionate, patient-centered communication.”

“[Providers] can nurture the communication skills necessary to create respect, empathy, compassion, and an authentic sense of truly caring about the people we are privileged to treat,” Maples stated.

Crystal Garden Performs at NSAB's USO

**PHOTOS BY MC3
WILLIAM PHILLIPS**

Crystal Garden performed at the USO Warrior and Family Center at Bethesda Aug. 16. Crystal Garden is a modern day rock band created by Boyd Tinsley the violinist and mandolinist of Dave Matthews Band. A barbecue lunch was provided for active duty service members, their families, wounded, ill and injured service members and their caregivers.



This Week in History Aug. 18-24

Aug. 18, 1944

Paris railroad workers strike against Nazi occupiers

Aug. 19, 2015

The U.S. Navy announces that it will allow women to undergo its intensive 6-month SEAL training; female candidates who pass the course will be able to serve on SEAL teams

Aug. 20, 1866

President Andrew Johnson formally declares The Civil War over

Aug. 21, 1968

Marine James Anderson, Jr. is 1st black Medal of Honor winner

Aug. 22, 1911

The Mona Lisa stolen from the Louvre

Aug. 23, 1914

Japan declares war on Germany in World War I

Aug. 24, 1853

1st potato chips prepared by Chef George Crum in Saratoga Springs, New York

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SUMMIT

From
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[service members affected by TBI and PH challenges].”

The Navy captain stressed the need for improved data-sharing capabilities throughout the network of NICOE and Intrepid Spirit Centers to better care for TBI and PH-challenged beneficiaries. He added a goal of his and all of the TBI and PH care programs is ensuring once beneficiaries “leave a program healthy, we keep them healthy.”

Other Intrepid Spirit Centers are located at Fort Campbell, Ky., (Blanchfield Community Hospital); Fort Bragg, N.C., (Womack Army Medical Center) and Fort Hood, Texas (Carl R. Darnall Army Medical Center). The Intrepid Spirit Center at Joint Base Lewis-McChord, Wash., is under construction, and centers at Fort Carson, Colo., Camp Pendleton, Calif., and Fort Bliss Texas are planned for construction.

Arnold Fisher, whose family has been instrumental in the building of NICOE and Intrepid Spirit Centers, attended the summit along with retired Gen. Richard Cody, who served as the 31st Vice Chief of Staff of the U.S. Army from 2004 to 2008. Both commended staffs of NICOE and Intrepid Spirit Centers for their efforts in caring for those challenged by the invisible wounds of war and ensuring many return to duty.

Also during the summit, subject matter experts discussed post-trauma headaches, sleep disturbances, pain management, neuroimaging, occupational therapy, physical therapy, enhanced case management, integrative treatments and internal medicine, as well as other efforts in the research and treatment of TBI and PH conditions.

Dedicated on June 24, 2010 at WRNMMC, NICOE opened its doors to patients in October of that year



PHOTO BY BERNARD S. LITTLE

As part of the National Intrepid Center of Excellence/Intrepid Spirit Centers Leadership Summit on Aug. 9 at Walter Reed National Military Medical Center, the NICOE Creative Arts Café offered a performance platform for creative expression to patients and staff.

to advance the nation’s understanding of the invisible wounds from the wars and care of those with TBI and PH conditions. The nine Intrepid Spirit Centers around the country act as satellites to the central NICOE facility, allowing more urgently-needed care to be provided to troops closer to their homes. Five centers are now in operation, a sixth under construction and three planned for construction. The staffs of those centers not yet built provide services to beneficiaries at the military treatment facilities nearest where the centers are under constructed or planned.

As part of last week’s summit, NICOE hosted its

Creative Arts Café, which “serves as a platform for WRNMMC and NICOE patients and staff to share creativity in various facets of the arts through the medium of performance. The performance may include, but are not limited to, music, art, creative writing, poetry, drama, dance [and] movement, photography, and/or other appropriate forms of creative expression,” according to Rebecca Vaudreuil, NICOE’s music therapists.

For more information or if you would like to perform at one of the upcoming NICOE Cafés, contact Vaudreuil, at rebecca.vaudreuil.ctr@mail.mil.

Maryland Fleet Week and Air Show Baltimore October 10-17, 2016

Maryland Fleet Week and Air Show Baltimore celebrates the rich naval traditions of the Chesapeake Bay and the contributions of Marylanders to the defense of the nation. The Blue Angels’ Boeing F/A 18 Hornet jets and other aircraft will be on display on the Martin State Airport tarmac and in the skies over Fort McHenry and Middle Branch while schooners and U.S. and allied navy vessels will be ready for boarding visitors in the Inner Harbor, Fells Point and Locust Point.



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Free Webinar For Navy Chief-Selectee Spouses

By **TAMARA CALANDRA**

Navy Installations Command Ombudsman

WASHINGTON (NNS) — Navy Installations Command (NIC), along with Naval Services FamilyLine (NSFL), will offer a free, one-hour webinar for spouses of Navy chief petty officer (CPO) selectees Aug. 19 at 1 p.m. EST.

Those interested in participating may sign up by emailing livewellresilientweb@navy.mil and indicating in the subject line which of the two dates they will attend.

The Live Well Resiliency webinar will provide an overview of what spouses can expect during the process from chief petty officer selection to pinning.

This annual process, known as Phase II of the yearlong CPO 365 program, is also a source of renewal for the Chiefs Mess. It is a six-week program where the Navy takes petty officers first class, and through developing, training, guiding and testing brings them into the Chiefs Mess.

Beth Mulloy, chairperson of Naval Services FamilyLine, pointed out the transition from petty officer first class to CPO is quite possibly the most significant accomplishment in an enlisted Sailor's career. It is also an important change for the Sailor's spouse, she added.

"With this advancement comes the possibility for more responsibility and higher expectations of the spouse," Mulloy said. "This may include support of the command's policy, involvement in the community, and the opportunity to provide guidance and support to fellow spouses."

NIC and NSFL have published a handbook, "Guidelines for the Spouses of Chief Petty Officers,"

as part of a series of handbooks for sea service families.

Mulloy said the demand for this particular publication has grown over the years. The organization received requests for 37,000 copies of the handbook last year, and has already distributed 35,000 this year.

"It is our number one of all the guidelines we produce," she said.

Realizing the importance of social media in educating family members, the organization has taken great strides in that direction. Recently, NSFL volunteer Emily Chuma and part-time receptionist Jillian Pearson worked on a 17-minute PowerPoint presentation highlighting the CPO process for spouses. With the support of NIC, that slideshow was incorporated into the live webinar to be offered.

Pearson, a CPO spouse, believes it's important to educate new spouses on what to expect in the process and going forward. She recalled how demanding those six weeks were from the moment her husband learned he was a selectee seven years ago.

"He would come home at midnight, then be out the door the next day at the crack of dawn," she said. "It was a crazy and busy time not only for him, but our family."

Pearson said realizing the heightened sense of responsibility and trust which will be placed on the selectees, and having an understanding of the origin of the position is important for spouses.

This upcoming webinar will allow time for questions from participants. The webinar, guidelines and a weeklong Command Master Chief Spouse Leadership Course are all resources provided

through NSFL to assist spouses and their families as their service member transitions into this honorable leadership role.

Naval Services FamilyLine is a volunteer, nonprofit organization founded in 1965 by Navy spouses who recognized the value of an engaged and informed Navy family. Their aim was and is now to provide resources and mentoring to increase every spouse's understanding of the Navy's mission. Today, utilizing a variety of resources, the organization provides information and spouse mentorship on topics as widely varied as emergency preparedness to naval customs and traditions.

With the support of Navy leadership worldwide, along with financial backing from spouse clubs, Navy family advocates, corporations and dedicated individuals, NSFL has continued to grow and flourish.

Tamara Calandra is the ombudsman for Navy Installations Command and may be reached at cnicombudsman@gmail.com



PHOTO BY MCI EVA-MARIE RAMSARAN

Chief petty officer selectees march in formation through the Naval Support Activity Naples Capodichino courtyard while singing Anchors Aweigh during their chief petty officer pinning ceremony Sept. 16, 2015.

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